

# **PRACTICE POLICIES**

## **Scheduling an Appointment**

Patients are seen by appointment Monday through Friday, 8:00 a.m. to 3:30 p.m. Our receptionists are available daily until 3:30 p.m. to assist with your appointment scheduling. To schedule a routine office appointment, call (352) 861-2115. Alternatively, you may request an appointment using our online health portal (Your Health File).

When scheduling an appointment, please be prepared to provide the following information:

- Patient's name
- Patient's date of birth
- Mailing address
- Daytime phone number
- Insurance information
- Name of the physician who referred you to the Vantage Urologic Institute, if applicable
- Reason for the appointment or a brief description of your symptoms or condition

If you are a new patient or have not visited us in more than one year, please complete our new patient forms and questionnaires prior to your scheduled appointment. You may complete these forms either by using our secure online portal (Your Health File) or downloading and faxing or mailing the completed forms to our office.

If you are not able to keep your appointment as scheduled or are going to be late, please contact our office as soon as possible. This courtesy allows us to be of service to other patients.

We try our very best to stay on schedule, although emergencies sometimes arise. If we are seriously delayed, we will attempt to notify you as soon as possible. Occasionally, we may call patients in the waiting room out of turn if they have an emergency. We ask your patience if you have to wait.

## **Telephone Assistance**

To save you the time and expense of some follow-up visits, we may request that you call us at the office to report on your condition. Our medical staff will take the information, review your medical record with the physician and return your call at the end of the day if it is not an emergency. Should you have questions regarding your condition, medication or treatment, please call our office during normal business hours when we have access to your medical records.

If you need to have your prescription refilled, it is helpful if you know the name and phone number of your pharmacy. If you have your prescription bottle, it is best to keep it handy when speaking with our office staff.

## **Urgent Care and Emergencies**

Should you have an urgent problem, please contact our office immediately at (352) 861-2115. Our phones are answered 24 hours a day.

In a true emergency, it is best to go to the Emergency Department of the nearest hospital where the physician on duty will initiate treatment immediately.

## **Referrals**

If you have been referred to the Vantage Urologic Institute by another physician or have a primary care physician, please inform us. We will be able to keep your physician current on your diagnosis and condition.

## **Confidentiality**

Your medical record is strictly private. We will not give out information regarding your condition to your employer, friends or relatives without your written authorization. The only exception to this is when required by law.

## **Insurance and Billing**

The Vantage Urologic Institute is a provider for Medicare and most major insurance plans. We will do everything possible to ensure your insurance benefits are received by billing all primary and secondary insurances. However, your insurance is a contract between you and your carrier. To ensure that the billing process goes smoothly, please make sure our office has accurate and current insurance information. You are also responsible for any charges that are not covered by your insurance at the time of your appointment, including a co-pay, deductible or other out of pocket expenses. If necessary, our staff is happy to work with patients to set up a payment plan.

If you have questions regarding billing or which insurance plans we accept, please call us at (352) 861-2115. Questions regarding insurance coverage and benefits should be directed to your employer or insurance company.

Patients with HMO type medical insurances must contact their primary care physician to obtain authorization or referral before scheduling an appointment with a medical specialist such as a urologist. Patients with PPO type medical insurances are permitted to schedule appointments directly with a urologist or other medical specialist.